

Henry County, VA

2013 Information Services Survey

By: Christian Youngblood, Director of Information Services

Another year has come and gone and we have done our best to quantify the service provided by the Henry County Technology Team. This is the 4th consecutive year that we have requested feedback from our users to gauge the effectiveness of our Team... did we respond quickly, were we able to resolve the issue, etc. Additionally, we use this as a tool to learn what our users want, such as training or upgraded services, so that we can revise our Strategic Plan. This is an opportunity for our users to tell us what we have done well, where we could use some improvement, changes that they have liked or disliked, and then provide any other suggestions that they feel relevant.

Most of the replies are as expected. Our Team works hard to provide outstanding service and most people agree. However, there are the occasional responses that express discontent in the way we handled certain situations. We cannot be perfect all the time, so we use those experiences as learning opportunities to achieve higher satisfaction levels in the future.

The 2013 Survey period covers the entire calendar year of 2013. We have adopted this date range to coincide with the annual budgeting process. In addition to routine service requests, some of the major projects that took place during this time include:

- MUNIS, MUNIS, MUNIS!!! – We performed 2 major upgrades prior to migrating all remotely hosted services to our in-house data center
- Implemented new mapping system for E911
- Designed & launched a new County/PSA website
- Implemented multiple automated voicemail attendants to drastically reduce non-emergency call volume in E911 center
- AVG Anti-virus (major upgrade on all PCs)
- Implemented enhanced networking tools to monitor for viruses, intrusions, etc.
- Updated the Computer Usage Agreement for all users of Henry technology devices/services
- Upgraded our server infrastructure to vmWare 5.5 (major upgrade)
- Implemented a centralized patch-management system for all PCs
- Prepared 28 Desktops and 4 Laptops for the annual County Surplus Auction
- Installed 51 new County PCs, 2 new Sheriff PCs, and 2 new Servers

The five departments that requested our services the most this year (most to least) were: Sheriff, Public Safety, Jail, Treasurer, and School Board. Combined, these departments accounted for approximately 41-percent of all service requests / incidents.

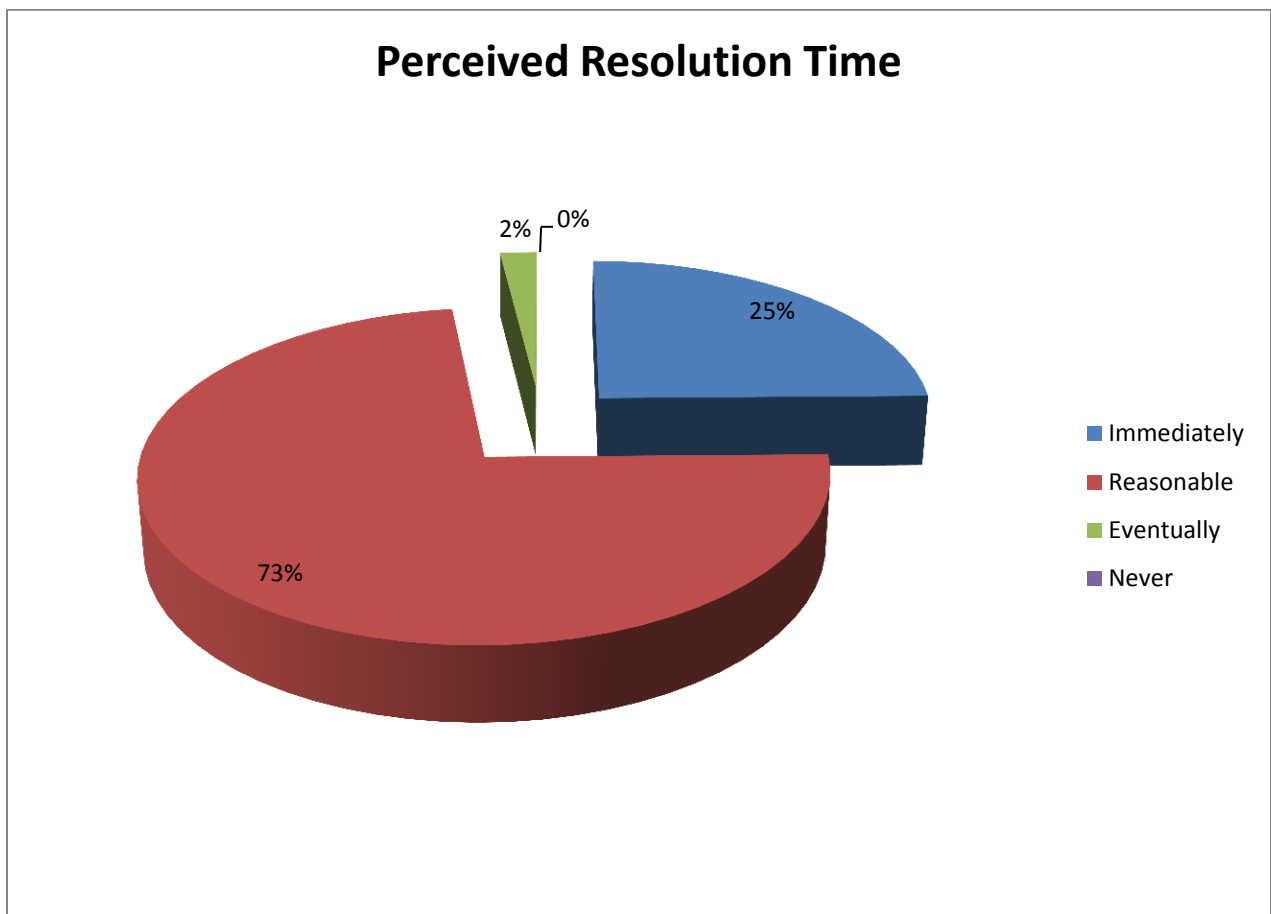
Following are the survey results as submitted via the webform.

Question 1:

When you call upon the Information Service department, how long does it usually take to resolve your problem? (53-responses)

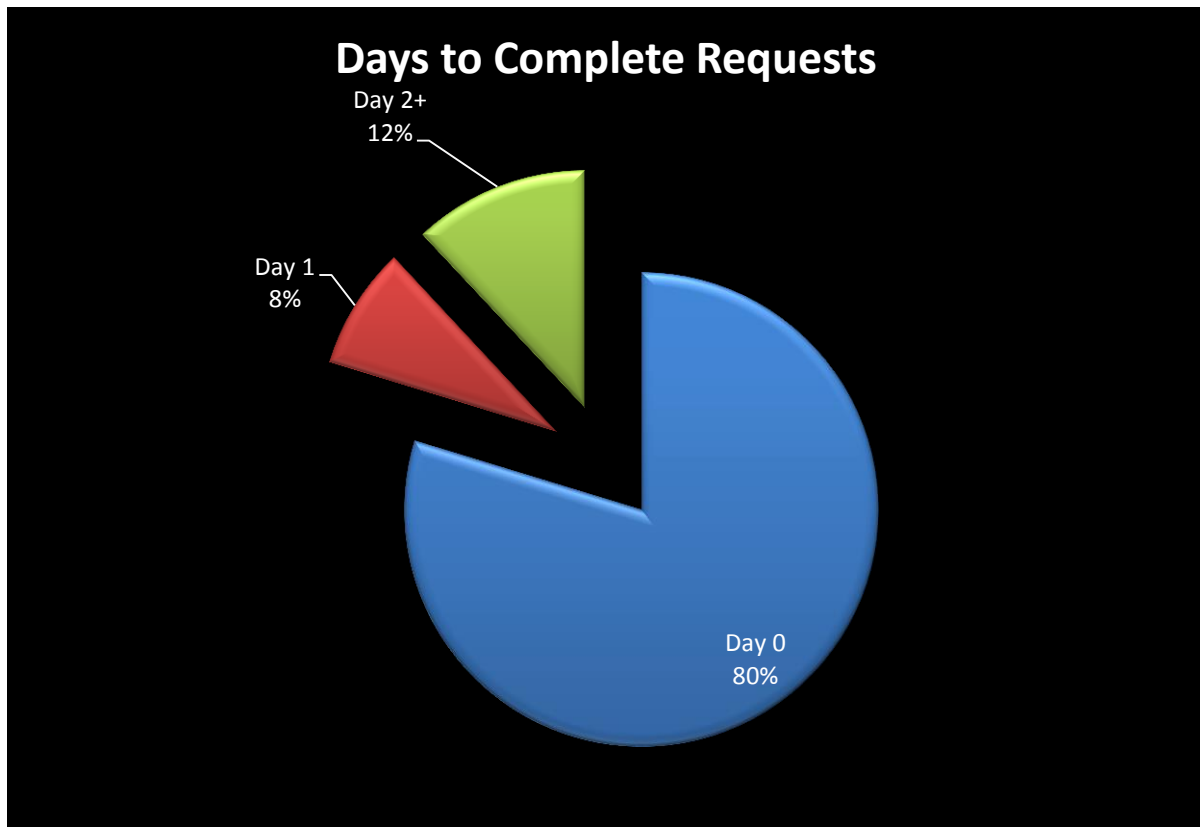
Choices:

- Immediately (25-percent)
- Within a reasonable time frame (73-percent)
- Eventually (2-percent)
- Never (0-percent)



According to our Incident Management System (TeamManager), the Team resolved 2972 incidents from Jan. 1, 2013 to Dec. 31, 2013, of which 79.7-percent were resolved the same day and 8.3-percent were resolved the next day. The vast majority of calls not closed the same day were due to Vendors being unable to support their product in a timely fashions, such as our ERP provider.

Service requests range from simple tasks, such as resetting a password or clearing a paper jam, to complex tasks like reconfiguring our Local Area Network to incorporate VoIP telephones.

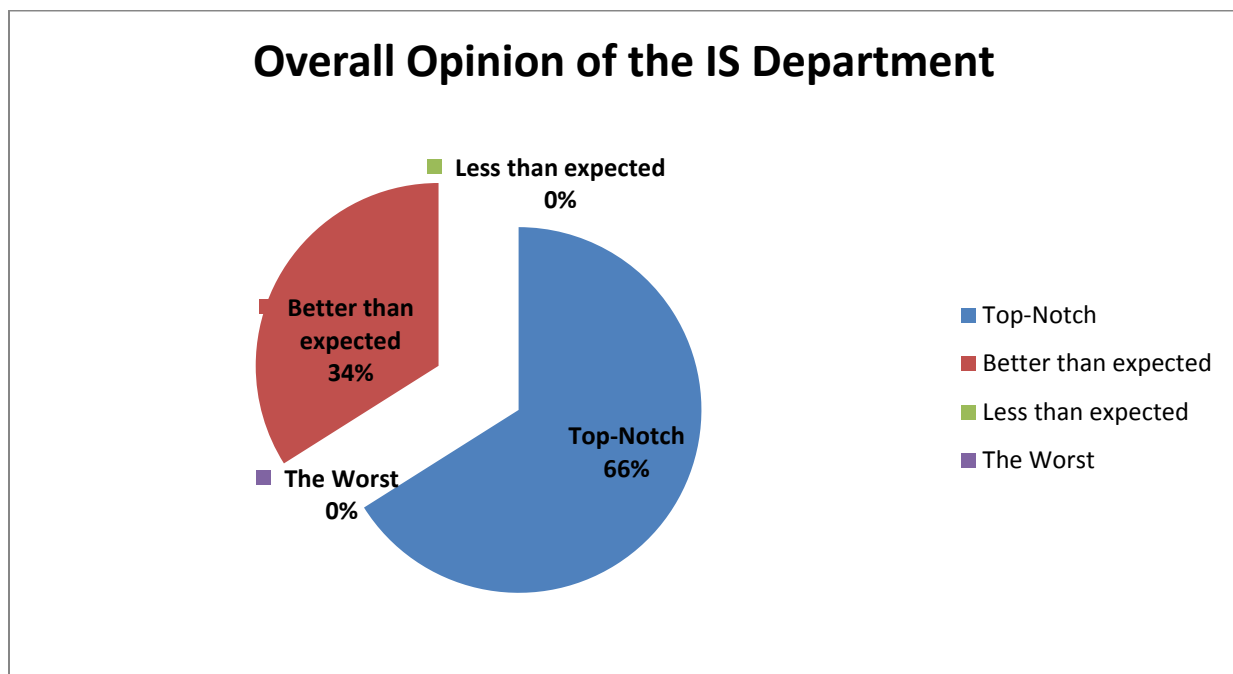


Question 2:

What is your overall opinion of the Information Services Department? (53-responses)

Choices:

- Top-notch (66-percent)
- Better than expected (34-percent)
- Less than expected (0-percent)
- The worst (0-percent)



Many Technology Departments have a negative connotation in their users' minds. In addition to making every effort to be courteous, responsive, and patient, we also make sure that we are seen. Team members often go directly to the desk of a user in need, rather than connecting remotely. We make routine visits to every department to see if there are any problems that have not been brought to our attention. The positive effects of these acts are shown in the 100-percent positive perception of the Information Services department.

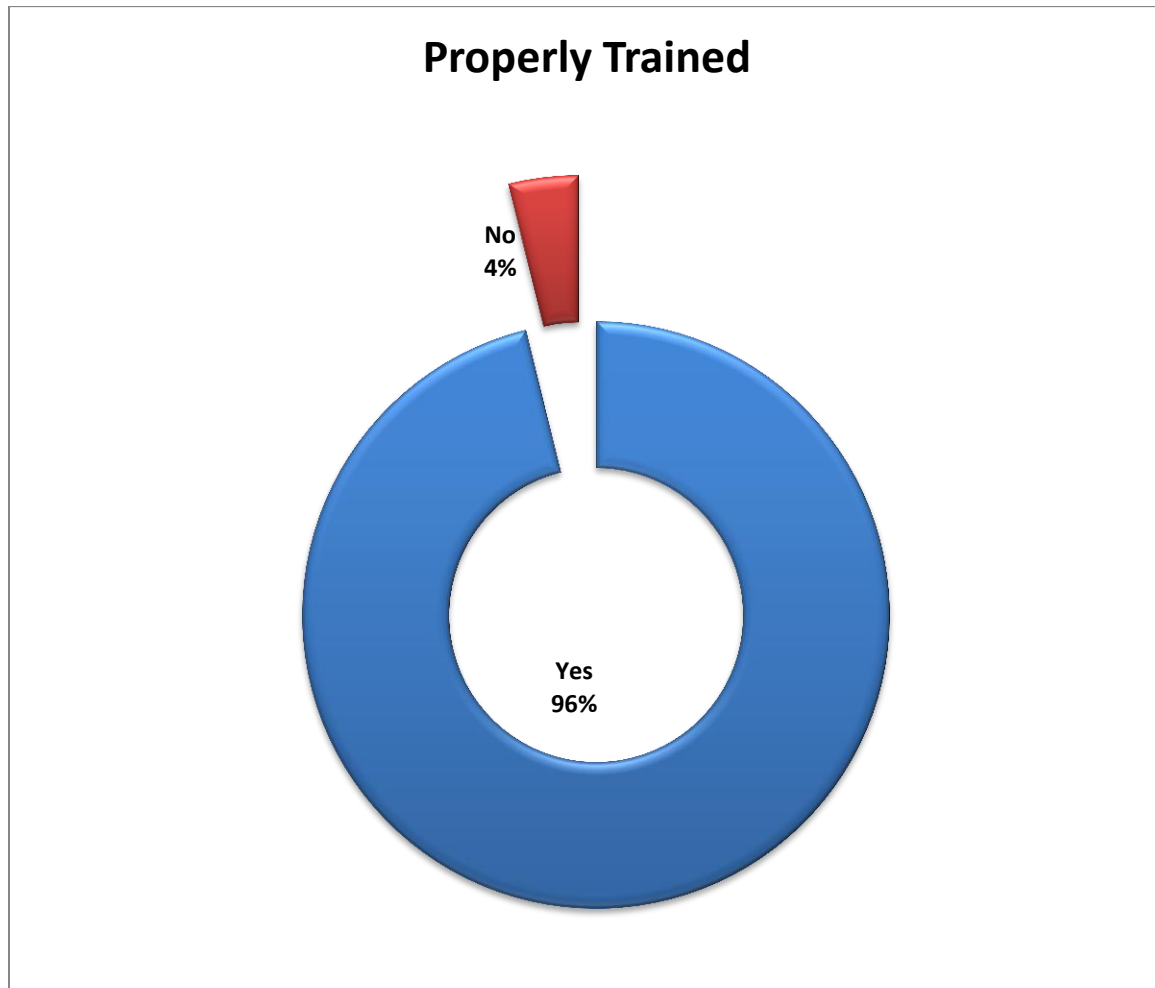
Question 3:

Do you feel properly trained to use your computer, software, and telephone? (52-responses)

Choices:

Yes (96-percent)

No (4-percent)



The Technology Department continues to offer Training sessions throughout the year. Some of these topics are specific to hardware or software in our organization. However, we also host general seminars, such as properly backing up your PC and how to cautiously install software to avoid Malware. We encourage users to submit topics for future seminars and are always willing to assist one-on-one in areas that we are knowledgeable.

Question 4:

If you answered "NO" in regards to being properly trained, please provide details. (5-responses)

While IS does not actually support our Supreme Court PCs, you have been most helpful with technical assistance once SCV updated us to Windows 7 and MS2010. Your continued support with our automated jury selection program is most appreciated.
Personally could use more training on Microsoft products.
never had training on any of the phone or software
I think your department offering courses now for employees that wish to have additional training is great. Time restraints and manpower often make it difficult to get the training necessary for new equipment or employees. The IS Dept offering these courses helps the transition.
I'm always looking to improve my skills and knowledge. I do not have specific courses in mind but I always look at what you offer and try to make the ones i can.

Actions to improve this area:

- We will continue to host various classes and seminars in those areas requested by our users. Information Services will publish "TechnologyTips" in each month's county newsletter to inform Staff of new technologies, threats, or otherwise interesting news.
- People tend to respond well to contests. We held a couple of contests in which winners received an inexpensive prize (i.e. USB drive) and found that they were well received. Finding new contests or other ways to improve participation will be investigated.

Question 5:

In the past, it has been suggested that we add more wireless access points, increase bandwidth, and extend support for mobile devices. We have been able to accomplish all of these requests because of your input. Please detail any suggestions you have to improve our computing experience in the coming years. (15-responses)

The County needs to be able to implement a reasonable schedule to begin replacement of old units to avoid the need of replacement of huge numbers at one time rather than a planned spaced out process.
Replace my CPU this budget year.
Please continue with training sessions and thanks for all of your help last year.
Our wireless service area works well.
Make WiFi available in the Sheriff's Office. Get new computers for investigators at the Sheriff's Office to improve efficiency and decrease downtime
Lower Smith River could use some help in this area. DSL speeds are lower than what PSA is being billed for and that's sad. Also our phones are in bad shape. What cordless phones we have to use here do not work very well. Would it be possible for IS to provide Lower Smith River with better phones? We do not have voicemail here at Lower Smith River and I feel they would be something that would benefit our customers since we are in and out all day. Currently we have a phone with an answer machine that doesn't work very well.
I would like to see us move to server based PC's. I don't know what the initial costs would be but it may be more cost effective in the long run. I would think it would be easier to maintain and upgrade. It would also be faster for the end users.
I need to test my offices and deed room. If you have not added more access points recently in courthouse, one for first floor, including hallways, would be appreciated.
I can't really think of anything major. I would like to see a little more prompt communication between I.S. and users when there are issues going on that affect some or all of us. Maybe through the use of instant messaging as I've seen Mark do in the past when there was a network issue or a quick email. Sometimes the email may be out and so the instant messaging would be helpful. That would eliminate multiple calls to I.S. trying to determine what's going on and how long we can expect the issue to last.
I appreciate the informal seminars on different aspects of computer operation that benefit someone like myself who feels intimidated on occasion by changes in technology.....hope they will continue on some regular basis.
Due to the recent telephone issues the County has experienced, I would recommend getting with Century Link and see if their equipment and/or our equipment could be updated so repair issues would not be such an issue. Henry County is not the only locality that is experiencing difficulty with Century Link's equipment/phones and it's my understanding part of the problem is because the equipment is old and outdated as well as the "wiring" that goes underground needs serious repair and/or replacement work.
Doing a great job!!!
Continue to have I.S. Staff cross train and learn as you have been doing. Helps in having someone available that is familiar with our systems, network, etc.
Archive email longer
No suggestions - I'm well pleased

Actions to improve this area:

Request additional information from submitters to develop a better understanding of their requests.

Question 6:

Final thoughts: Use this section to provide any additional comments. (27-responses)

YOUR DEPT HAS MENTIONED THAT THE WIRING OF MY COMPUTER BE CHANGED. WHEN A CUSTOMER COMES TO MY DESK, THE WIRE SOMETIMES GETS KNOCKED LOOSE FROM THE WALL WHICH CAUSES MY COMPUTER TO GO DOWN. THIS IS SOMETHING YOU MAY WANT TO LOOK AT. IF NOT, I AM USE TO CONNECTING THE WIRE BACK IN THE WALL & SIGNING BACK ON THE COMPUTER
You guys do an awesome job! Thanks for all you do for us!
With our fairly new e-mail after a certain time frame we lose our old e-mails. Those of us in Supervision may still need access to those e-mails. Is there any way we can have them to where they do not get deleted after that time frame or at least after we place them in a folder created on our e-mail. Maybe we could do this for at least Supervision only, if it is not feasible for everyone.
The working relationship has been great. Any time we have a request it is worked on very promptly if not immediately. You go above and beyond allowing Charlie and others to help us and especially with our surveillance equipment. Thank you for all you do and the good job you do.
The IS Department, as a whole, is very well managed and staffed. The requests for assistance over the last year, that I have personally made, have been handled efficiently and in a timely fashion.
The I.S. Department does an exceptional job in responding to any and all requests from telephones to computers and everything else. We appreciate their promptness and courteous responses to any problems we experience.
Thanks for always being helpful and patient when we call and need your assistance.
Thank you for the continued support to the Sheriff's Office. Excellent customer service.
Steve is so AWESOME when I need help with my mortgage files, etc. He is so efficient and prompt when needing help or information and very glad to help! Deborah, Charlie and Mark are all very prompt when needing information or help with anything else and all of them are very glad to help as well. All four of them know what to do with all the situations that I have needed help with! I enjoy working with all of them. I would like to take your IS computer classes when you offer them if they are offered at times that we can take them depending on our time of year and the time of the class. I am always wanting to learn more about computers and I really like that you do offer some classes for us to take.
Overall the I.S. Department staff has been critical in assisting 911 staff and helping to maintain our numerous systems. The technical assistance received while implementing new 911 technologies and maintaining current systems has been vital.
One of my concerns is with storage. I understand the issues related to capacity and cost of our County servers, but it is my opinion that a core function should be a centralized storage system with adequate capacity to back-up County files with ready access to all necessary users. Our current system of using stand-alone hard drives, thumb drives, and cd's/dvd's does not provide all necessary users ready access and leaves this information too susceptible to loss or corruption. On a different subject, if the County/Assessor's Office enters into discussions to replace the Assess It/Permit It system in the future, it is imperative that my office be involved in these discussions.
No complaints with the department at all. It may be good (based upon my recent experience) to remind folks of your "flow chart" or how to best request work. As for me and my house, we shall go to Christian first! :) Thanks for all you do, you've got a really helpful bunch of folks there!
IT staff does a great job and very responsive!!!!!!!
I'm very pleased with the prompt and professional service we receive from I.S. Dept. You won't get any "job well done" comments when things are going well but you'll be the first to know when something goes wrong.

I'm very appreciative of the IS Department. Everyone is always very prompt in answering our questions/concerns and handles the situation with patience and expertise. Thanks for the support!
I usually deal with Charlie Brown or Deborah and I have found both of them to be extremely helpful with any issues that I have had this past year with either my laptop, or my office computer.
I think the department is doing a wonderful job!! The people that work there do their very best and that's all anyone can ask of anybody. They respond almost instantaneously and usually fix it perfect.
I missed your classes on backing up your computer and on removing spyware, tool bars etc. It would be nice if these types of classes were offered from time to time so the ones that miss them can attend on a later date.
I have always found the IS department to be very helpful and professional anytime I run into a computer problem.
I find your staff to be well trained and professional. I have never been given the impression that I should know more than I do. I am probably one of the least computer oriented people in the county so I really appreciate the help you and your staff provide.
I am very satisfied with our IS department. The entire department seems to view my opinion as worthy. I certainly do not claim to be an IT person but it is nice to know that my suggestions and needs are not just ignored.
I can say without hesitation that I am satisfied, from a system user standpoint, with our IS department.
Everyone is very nice and helpful. I appreciate all you do for us!
During the recent phone outage, the magistrate office, 911 center, and Henry County Jail lacked phone service and fax capabilities all weekend and after 5pm on Friday. I hope that it is considered that some of the agencies within the county rim, work 24/7. It is important to remember agencies that work around the clock and make isolated repairs on the weekend. Thank you for the equipment being workable Monday morning.
Could you please update me on a time frame that the Pretreatment Laptop PC at Lower Smith River will be replaced? I need to start building a program in Access for the Grease Trap Inspections and Permitted Industry Data. Currently I have Microsoft 2002 installed on my laptop due to having to use Linko Database software to enter my industry data which isn't supported with newer Access software. I'm hoping with the help of IS (Christian) I can get some help building the programs in Access. I have seen some other Access programs that Christian assisted others in building. Hoping I might be able to get that service in the near future!!
Continue the various training sessions. Thanks to each of you for all your assistance throughout the year!
Christian, You have a great staff who are always willing to help you. I appreciate all the help you have given us through the year with the new roundstracker pipe system and the assistance with getting our policy on line. This is coming from a guy who is in left field as far as computer skills and truly appreciates the knowledge, and willingness to help that comes from your folks.
As always, your team provides a level of service that is second to none. Please keep up the good work in continuing the work you do for our county!

Actions to improve this area:

- Many of the concerns expressed in this list are misconceptions that will need to be addressed through additional training and improved communication. Others will be resolved with just a few clicks of the mouse. We need to ensure that people are more willing to communicate their concerns / problems with the Technology Department on a routine basis, not just during our annual survey.

- Aging computers are a valid concern for some of our users, in particular the Sheriff's Department. Information Services is not allowed to budget for replacement of Law Enforcement hardware. Therefore, we will continue stressing the importance of this equipment to the Sheriff and his designated representatives to ensure that they plan on timely replacements. The Mobile Data Terminals (MDTs) are an extremely valuable tool that will become useless if they are not upgraded soon. Many units will likely become unusable during 2014 due to excessive repair expenses.